

Project Overview

Standardized Preparedness Response System for Colorado

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Description

- **The Colorado Department of Public Health & Environment and the Rocky Mountain Poison & Medical Call Centers partnered together in January, 2003 to establish a standardized preparedness public response system for Colorado**
- **The project consisted of:**
 - **A toll-free telephone line—COHELP**
 - **A website—www.cohelp.us**

Objectives

- **Develop a standardized prepared response to public health events**
- **Provide consistent, accurate information delivery**
- **Maintain a structured repository for data collection**
- **Develop capability/capacity to adapt to public health emergencies**

Methods

- **Infrastructure**

- Established call center environment
- Toll-free telephone line
- Website
- Continually updated recordings
- Health information providers
- Evolving content (FAQ's)
- Structured software
- Customized reporting

Software Screen Shot

EC (ECCOH) E-Centaurus - Rocky Mountain Poison and Drug Center - PHES

File Edit Help

Take Calls / Transactions

Add Find Flup | 5 Flup/Nxt 6 History | Z Next Previous Prt/Fax/Er Reports Save Save/End Utilities Exit COH 4/5/2004

Caller 6 Bird Pictures

Call Information | 1 Health Info/Other/Transfer Call | 2 Caller's Memo | 3 Patient's Memo | 4

Zip 80422 County GILPIN Source COHELP TR Id CX000508

Type WNV SubType DBR Lang ENG **Interpreter** Translator ID

Caller Name

Memo Note / Append

Maximize

Pre-Defined

Health Info PPFAQ01 Start another call if more than 5 topics used.

Follow-Up / / : : Flup Time By Fl/Status Attempts Time Spent

Trans/Date 05/19/2004 Start/Time 11:09:50 End/Time 2.12

Agent AMS1 Patient Outbound

Do Activity

HlthIn|9 Survey Cmpl|J X-Ref

Methods--Content

Personal Protection (PPFAQ1)

How can I protect myself from West Nile virus?

- The best way to protect you and your family is to limit mosquito exposure.
- Limit outside activity around dawn and dusk when mosquitoes feed.
- Wear protective clothing such as lightweight long pants and long sleeve shirts when outside.
- Apply insect repellent to exposed skin when outside. Repellents with DEET are effective, but should be applied sparingly.
- Make sure that doors and windows have tight- fitting screens. Repair or replace screens that have tears or holes in them.
- Drain and prevent formation of all standing water. Stock permanent ponds or fountains with fish that eat mosquito larvae.
- Change water in birdbaths or wading pools and empty flowerpot saucers of standing water at least once a week.
- Remove items that could collect water such as old tires, buckets, empty cans, and food and beverage containers.

Methods

● Public Health Concerns Addressed

- Smallpox information/Vaccination support
- West Nile Virus
- Mold
- Influenza/Pneumonia
- Hantavirus
- White Powder
- Tuberculosis
- Topics in progress
 - Anthrax
 - SARS
 - Avian Flu
 - Ricin

Methods

- **Data Collection**
 - Zip code, county, city
 - Call type
 - Reason for call
 - Dead Bird Reports (Surveillance data)

Methods

- **Information types given**
 - General topic information
 - Public health messages
 - Personal/family protection
 - State/local health department specifics
 - Point of contact information for local health departments
 - Provider guidelines/information
 - Referral to health providers as appropriate
 - Warm transfers to Poison Center for exposures
 - Clinical decision support

Methods

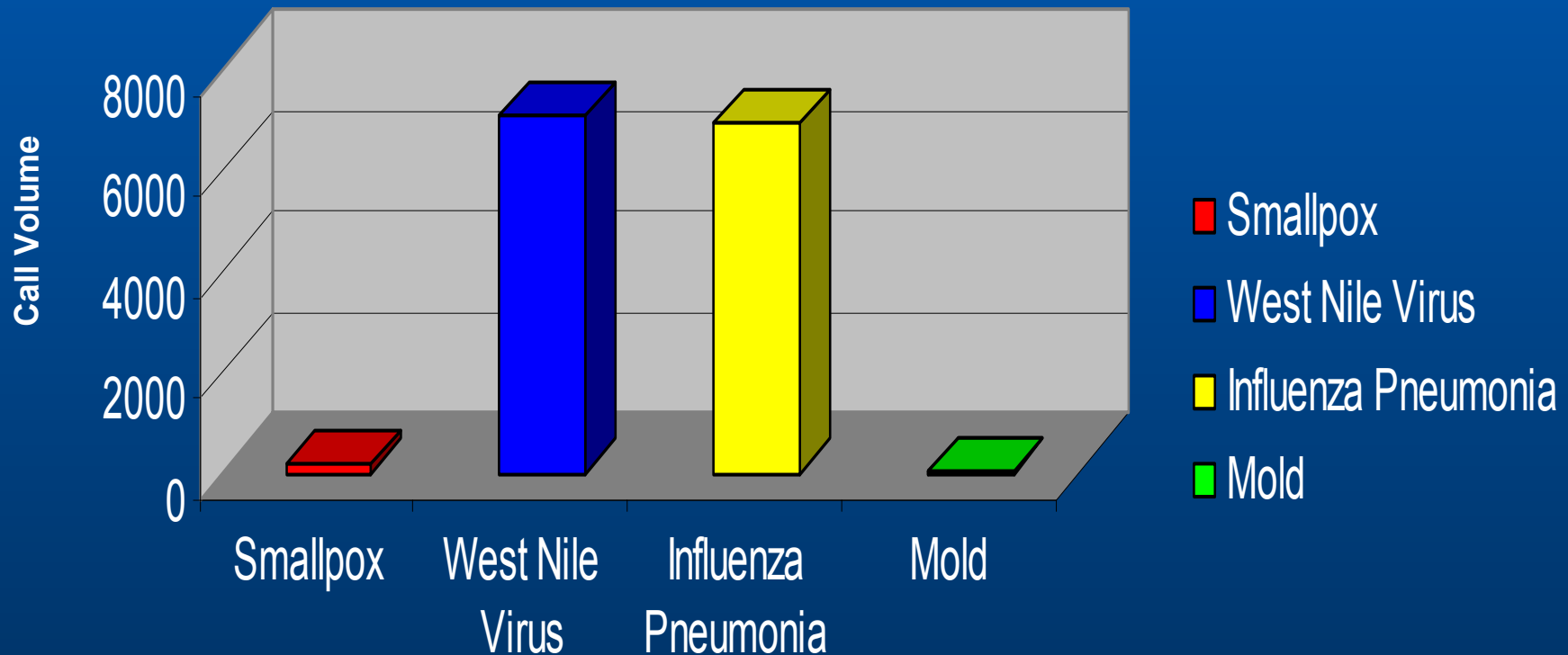
- **Response Capability**
 - Rapidly changing content/public messages
 - “Information not available” process
 - High call volumes
 - Announcements
 - Use of media
 - Capacity pool

Results

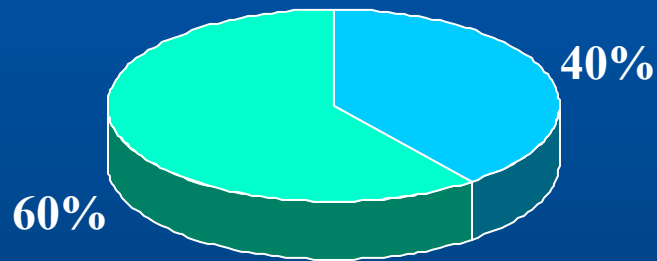
- February, 2003 through January, 2004
 - Call volume >36,000
 - FAQ's delivered >40,000
 - Dead bird reports 2850
 - Diverse call types
 - Identified value adds
 - Surveillance

COHELP Call Types Comparison

(February, 2003 through January, 2004)

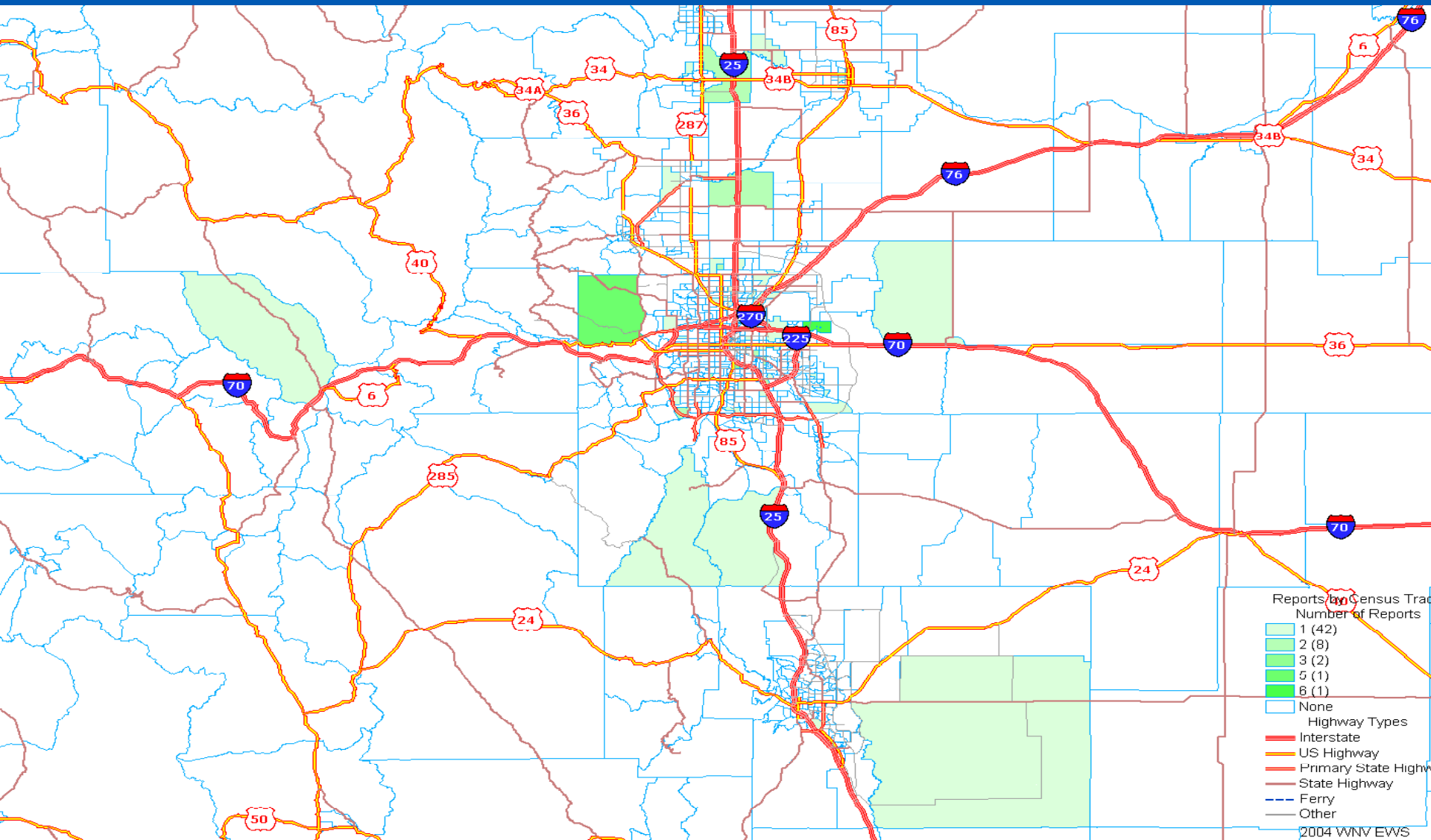


Call Disposition



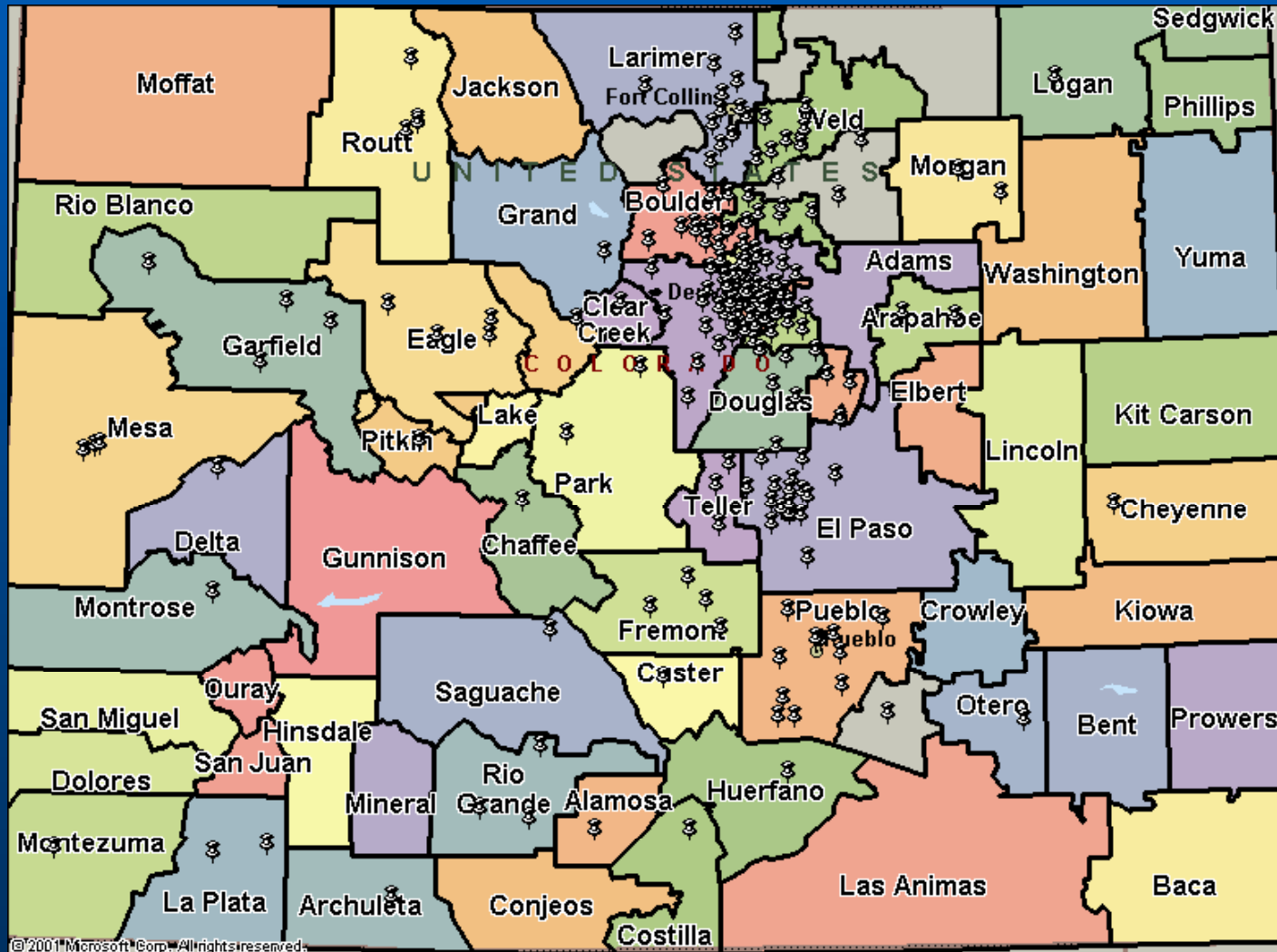
- Calls handled by agent
- Calls handled by message

Dead Bird Report Mapping



INFLUENZA SELF REPORTED CASES THROUGH COHELP

November 16, 2003 thru February 29, 2004



Benefits

- Address public concerns
- Support public decision making
- Promote appropriate care delivery
- Relieve demand on state and local health depts., hospitals, emergency rooms, clinics, physician offices
- Help state and local health officials identify public needs
- Support state and local surveillance efforts

Future

- Expanded capacity for a possible terrorist event
- Expanded surveillance/data collection
- Real-time geo coding/reporting
- National model for role of Poison Center/State Health partnerships in real-time surveillance

Questions

